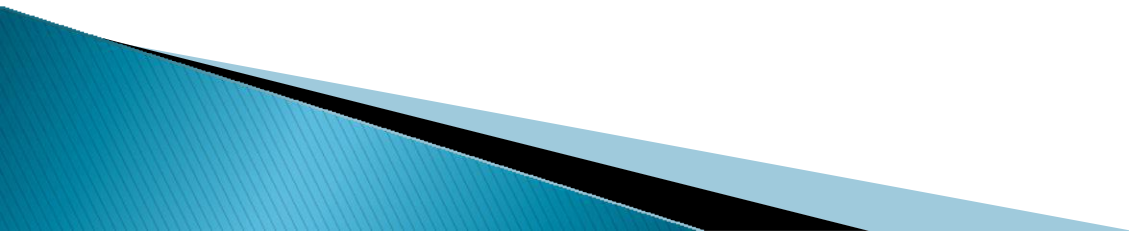


Residential Occupancy Permit 2016 Online Renewal Guide



Frequently Asked Questions

Question

Answer

How do I start? Refer to Renewal Notice

Page 3

SJ Permits Website

Page 4 - 6

3-Tier Service Delivery Model

Page 7

Step-by-step Guide for Tier 1

Pages 8 - 13

Online Payment Tiers 1, 2 and 3

Pages 14 - 17

How do I confirm payment received?

Page 18

Look at your 2016 Renewal Notice

RESIDENTIAL OCCUPANCY PERMIT
RENEWAL NOTICE
KEEP THIS PORTION FOR YOUR RECORDS

Where is the login information I need?



Use the owner number , business license or customer number at https://www.sjpermits.org/permits/	
OWNER NUMBER (RSN):	BUSINESS LIC:
CUSTOMER NUMBER (RSN):	

Use either the owner number or customer number that appears on the Renewal Notice sent by mail.

Go to this Website

www.sjpermits.org/permits

OnLine Permits

City Home

City Services

About San Jose

Visitors

Feedback

This Site

Search

▼ OnLine Permits

[About This Site](#)

[Requirements](#)

[Site Index](#)

[Contact Us](#)

[Privacy Statement](#)

[Permit Reports](#)

[Email Subscription](#)

[Help Center](#)

[Development Services](#)

Welcome to San Jose Permits Online.

This site provides a comprehensive menu of development permit services.
Permits Online works with most browsers and devices.
However, map functions are not supported on mobile devices.

General Information Inquiries (development information and research):

Use these links to look for permits and property related information within the City of San Jose. You may also view maps, find permits, and retrieve permit reports. You do not need to register to use this function.

- [Search for Property by Address or Assessor's Parcel Number \(APN\)](#)
- [Find Permits by Permit/Reference Number](#)
- [Find your General Plan designation](#)
- [Find your Zoning designation](#)
- [Find Building Construction Permits](#)
- [Find Code Enforcement Complaints](#)
- [Find Permits by \(SNI\) Neighborhood](#)
- [Find permits by City Council District](#)
- [View Permit Reports](#)

Apply for Building Permits or View Status (Registered Users)

- [Registered User Login](#)
- [Become a Registered User](#)

Schedule Inspections, or Make Payments and Certifications (registration not required)

- [Inspection Scheduling](#)
- [Multiple Housing - Payments and Certifications](#)
- [Pay Off-Sale Alcohol Annual Fees](#)
- [Pay Tobacco Retail License Fees](#)

200 East Santa Clara Street, San Jose CA 95113-1905

(408) 535-3555

The City of San José Online Permits website is developed by Intergraph Corporation.

Select Multiple Housing Payments and Certifications



Schedule Inspections, or Make Payments and Certifications (registration not required)

- [Inspection Scheduling](#)
- [Multiple Housing - Payments and Certifications](#)
- [Pay Off-Sale Alcohol Annual Fees](#)
- [Pay Tobacco Retail License Fees](#)

This appears on the bottom of the screen after the user enters
www.sjpermits.org/permits

Please click on “Multiple Housing – Payments and Certifications”

Refer to the 2016 Renewal Notice

Enter the owner number or customer number.

Use the owner number , business license or customer number at https://www.sjpermits.org/permits/	
OWNER NUMBER (RSN):	BUSINESS LIC:
CUSTOMER NUMBER (RSN):	

To continue, type your customer number (RSN) and hit 'Enter'.
Use the Owner, Residential Landlord, or Alternate RSN from your invoice or letter.



RSN:

200 East Santa Clara Street, San Jose CA 95113-1905
The City of San José Online Permits website is developed by Intergraph Corporation.

If you need assistance, please call (408) 535-7770 or email MHPprogram@sanjoseca.gov
Please be aware that the office will be closed for the holidays starting December 24th.

3-Tier Service Delivery Model

Tier 1: Inspection on a 6-year cycle

Owners are required to complete annual self-certification affidavit online.

Tier 2: Inspection on a 5-year cycle

Tier 3: Inspection on a 3-year cycle

Proceed to online payment, no affidavit needed.

Information about the 3-tier service delivery model is available online at
<http://www.sanjoseca.gov/index.aspx?NID=445>

Service Level Tier 1

Make a decision to complete Self-Certification Affidavit or opt out of Service Level Tier 1.

The following Tier 1 properties are eligible for self-certification:

Permit Number	Address	Certify	Opt Out	Defer	Status	Fees Due
1234567	123 Main St	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

- A Self-Certification Affidavit must be completed on an annual basis by the owner or owner's agent no later than December 31 of each year. Check "Certify" for each property you wish to Self-Certify.
- Failure to complete a Self-Certification Affidavit or pay all fees by the due date will result in reassignment from Tier 1 to Tier 2.
- You may voluntarily opt out of Tier 1. Check "Opt Out" if you want to submit an Opt Out Affidavit for a property. You will not be eligible for reinstatement to Tier 1 until the next routine inspection for each property and your bills for those properties will be recalculated at the Tier 2 rate. You will be able to review the rate before submitting the affidavit.
- Check "Defer" to postpone a decision on a property. You must complete the affidavit before January 1st to retain the Tier 1 status.
- Click "Continue" to complete the affidavits. You will have a chance to review or change your selections before they are submitted.

<< Back

Continue >>

[City of San Jose's model Residential Occupancy Permit Checklist](#)

200 East Santa Clara Street, San Jose CA 95113-1905
City of San José On-Line Permits

Service Level Tier 1

Check the box matching your decision.

The following Tier 1 properties are eligible for self-certification:

✓ **Certify**

or

✓ **Opt Out**

or

✓ **Defer**

Permit Number	Address	Certify	Opt Out	Defer	Status	Fees Due
1234567	123 Main St	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Certified	155.12

Permit Number	Address	Certify	Opt Out	Defer	Status	Fees Due
1234567	123 Main St	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Not Certified	155.12

Permit Number	Address	Certify	Opt Out	Defer	Status	Fees Due
1234567	123 Main St	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Certified	155.12

Opting Out of Service Level Tier 1

Before continuing please verify that you wish to opt out of self-certification requirements for the following Tier 1 properties.

Permit Number	Address	Tier 1 Fee	Tier 2 Fee
1234567	123 Main St	\$106.12	\$258.56

- You will not be eligible for reinstatement to Tier 1 until the next routine inspection date for each property.
- Your bill will be recalculated at the Tier 2 rate.
- If this permit is in your shopping cart it will be removed. You will be able to add the new bill before checking out.

Opt Out: ☐ By checking this box, I opt out of Tier 1 and my bills will be recalculated at the Tier 2 rate. I will not be eligible for reinstatement to Tier 1 until the next routine inspection date for each property.

Date Submitted: 12/1/15 Submitted By: Owner's Name

<< Back

Continue >>

Information about the 3-tier service delivery model is available online at
<http://www.sanjoseca.gov/index.aspx?NID=445>

Deferring the Decision on a Property Assigned to Tier 1

Owners may chose to defer the decision to complete the self-certification affidavit. Be please aware that the due date is December 31, 2015.

Permit Number	Address	Certify	Opt Out	Defer	Status	Fees Due
1234567	123 Main St	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Certified	155.12

If the online certification is not completed by the due date, the building will be reassigned to Service Level Tier 2 and a new invoice at the higher fee will be mailed in January 2016.

City offices will be closed for the holidays starting December 24, 2015.
If you need assistance, please call (408) 535-7770 before the holiday closure.

Certifying: A Requirement of Tier 1

Please complete this checklist for the following Tier 1 properties:

Permit Number	Address
1234567	123 Main St

The Residential Occupancy Permit must be paid in full and this Self-Certification Affidavit must be completed on an annual basis by the owner or owner's agent no later than December 31 of each year. Failure to complete this affidavit and make timely payment will result in reassignment from Tier 1 to Tier 2 in January.

SELF-CERTIFICATION AFFIDAVIT:

- ☐ I understand that I may use the [City of San Jose's model](#) Residential Occupancy Permit Checklist or a customized form that includes all items listed on the Residential Occupancy Permit checklist.
- ☐ I certify that every unit in the building will be inspected on an annual basis and upon change in tenancy.
- ☐ I certify that I will provide a copy of the completed checklist to the occupants of each unit inspected within five (5) working days of the inspection.
- ☐ I certify that I will maintain every unit in compliance with the minimum housing standards listed on the [City of San Jose's model](#) Residential Occupancy Permit Checklist.
- ☐ I certify that the owner, or an agent of the owner, will notify the City of San Jose Code Enforcement Department if any unit cannot be self-certified. This notification must occur no later than July 31 of each year the building is eligible for Tier 1.
- ☐ I understand that failure to complete the self-certification inspection process may result in reassignment to Tier 2.
- ☐ I certify that I will maintain a hard copy or electronic copy of the self-certification inspection records for seven (7) years from the date of inspection.
- ☐ I certify that I will provide access to the property for any City of San Jose Code Enforcement Inspector for the express purpose of inspection or audit.

Signature: ☐ **By checking this box, I agree that the above information is true.**

Date Submitted: 12/1/15 **Submitted By:** Owner's Name

<< Back

Continue >>

All the boxes must be checked before continuing.

Confirmation of Self-Certification Affidavit Completion

Click "Submit" to complete the Self-Certification process.

You will not be able to change your choices after you click "Submit".

Once your choices are processed you will be taken to the Fees Due page where you may pay any fees that are due.

[<< Start Over](#) [Submit](#)

After completing the submittal, you will receive confirmation that may be printed.

You have certified these properties on 12/1/15

123 Main St, San Jose

[Continue >>](#)

[Print this page](#)

Paying for the Residential Occupancy Permit Renewal


To proceed with payment, click on the file number.

Permits with fees due

[Go to Shopping Cart](#)

Number of permits matching search criteria - 1

Now displaying permits 1 through 1



Code Enforcement							
File Number	Address	Project Name	Application Type	Application Date	Location	Status	Description
1350000	123 Main St		Multiple Housing			Active	

Page 1 of 1

If the owner or customer has multiple properties associated with that specific name, then the list will include the file numbers for each building.

Proceeding with Online Payment

Scroll down to see Fees/Bills.

Check the Pay boxes.

Fees/Bills



Description	Fees	Balance	Paid In Full	Billnumber	Pay?
MH Housing Permit	106.12				
Bill	\$106.12	\$106.12	No	1002016	<input checked="" type="checkbox"/>
MH Mediation	49.00				
Bill	\$49.00	\$49.00	No	1002017	<input checked="" type="checkbox"/>

Add to shopping cart

Then, click “Add to shopping cart.”

- ✓ Remember to check the pay boxes before pushing the “Add to shopping cart” button.

Review and checkout

Permit Details

Permit Number	Address	Permit Type	Folder Name	Major Use	Work Proposed	Status	Description
2016 9876543-MH	123 Main St	Multiple Housing		Apartment		Active	

Added Bill(s)

Description	Fees	Balance	Paid In Full	Billnumber
MH Housing Permit	106.12			
Bill	\$106.12	\$106.12	No	1002016
MH Mediation	49.00			
Bill	\$49.00	\$49.00	No	1002017

<< Add More

Checkout >>



✓ Remember to check the pay boxes before pushing the “Add to shopping cart” button.

Payment Information

Enter payment information and submit once.

Permit Number	Address	Project	Reference Number	Bill	Amount	Pay	Add	Remove
2016 987654 MH	123 Main St		1350000	1002016	\$106.12	✓	Add	Remove
2016 987654 MH	123 Main St		1350000	1002017	\$49.00	✓	Add	Remove





Clicking remove will remove the billed amount of the associated permit from your payment window. Checking add will add a removed bill back to your payment window.

You may pay by credit card on this screen or complete the process to this point and go to City Hall to pay for the permit.

Payment Information

First Name: Last Name:

Street Address City State Zip

Payment Amount (\$): Card Type: ☐ VISA  ☐ MC  ☐ Discover  ☒ American Express 

Card Number: Expiration Date:

Do not click the Submit button more than once else you will be charged again.

Please note:

The top fee listed is the Residential Occupancy Permit fee for Code Enforcement and Fire Department inspection services.

The bottom fee is for the Housing Department's Mediation Fee (or Non-mediation Fee depending upon the eligibility of the building).

Payment Confirmation

You may print a receipt after completing the online payment for the 2016 Annual Residential Occupancy Permit renewal.

Payment was successfully applied.

[Receipt](#)

If your permit has been issued, please be sure to print your Job Card and the Permit Declarations and have them available at the job site at the time of inspection. Thank You.

Permit #: 2016987654

Permit #: 2016987654

[Logout](#)